Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101)

Steve Wasula, Stony Point

[Click here](#) if your download doesn"t start automatically

Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101)

Steve Wasula, Stony Point

Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) Steve Wasula, Stony Point

NOT A STAND ALONE STUDY GUIDE. This book is designed to accompany the Salesforce Certified Service Consultant Exam Preparation class offered by Stony Point. A student in this class will learn how to be a Salesforce Service Cloud Consultant. This book should only be purchased by students who will be attending class. The class is delivered by a senior instructor with many years of real world consulting experience and is specifically designed to prepare consultants to pass the Salesforce Certified Service Consultant Exam. The instructor will cover all the key customer service concepts within Salesforce in addition to sharing real world experiences and best practices. The class presents a broad range of topics cover just about everything on which a student will be tested. These topics include but are not limited to: Software Development Lifecycles, project management strategies, the Force.com architecture, the model, view, controller design pattern, and typical customer service and call center goals. There is in depth coverage of system security topics such as: Users, Licenses, Profiles, Field Level Security, Permission Sets, Delegated Administration, Record Security, Organization Wide Defaults, Role Hierarchy & Roles, Sharing Rules, Account Teams, Case Teams, & Queues. The object model related to customer service automation is thoroughly covered as well with sections on: Accounts, Contacts & Person Accounts, Cases, Assets, Solutions, Entitlements & Milestones, Knowledge, and Chatter. Finally, topics concerning Service Cloud Console, CTI, IVR, WFM, portals, integration, success metrics, analytics and best practices will be explored. As a participant in the class, each student will be given a practice learning environment to use during hands-on exercises during the class. The student will be able to use this learning environment indefinitely after the class without any additional fee. Stony Point is a leading provider of Salesforce training for sales people, customer service personnel, marketers, system administrators, developers and consultants. Stony Point delivers public and private classes virtually and in-person at locations throughout the world. Please visit www.stonyp.com for more information on the classes and services offered.

⬇ **Download** Salesforce Certified Service Cloud Consultant Exam ...pdf

📄 **Read Online** Salesforce Certified Service Cloud Consultant Ex ...pdf

Download and Read Free Online Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) Steve Wasula, Stony Point

From reader reviews:

Patricia Stewart:

Reading a book can be one of a lot of action that everyone in the world likes. Do you like reading book consequently. There are a lot of reasons why people enjoyed. First reading a e-book will give you a lot of new details. When you read a e-book you will get new information mainly because book is one of numerous ways to share the information as well as their idea. Second, reading a book will make a person more imaginative. When you reading through a book especially tale fantasy book the author will bring you to imagine the story how the characters do it anything. Third, you can share your knowledge to other people. When you read this Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101), it is possible to tells your family, friends and also soon about yours reserve. Your knowledge can inspire different ones, make them reading a book.

Linda Henderson:

People live in this new time of lifestyle always aim to and must have the free time or they will get lot of stress from both lifestyle and work. So , if we ask do people have free time, we will say absolutely indeed. People is human not just a robot. Then we question again, what kind of activity have you got when the spare time coming to a person of course your answer will probably unlimited right. Then do you try this one, reading books. It can be your alternative in spending your spare time, the actual book you have read is usually Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101).

Pamelia Thompson:

It is possible to spend your free time to see this book this e-book. This Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) is simple bringing you can read it in the playground, in the beach, train and soon. If you did not have got much space to bring the actual printed book, you can buy typically the e-book. It is make you simpler to read it. You can save the actual book in your smart phone. And so there are a lot of benefits that you will get when you buy this book.

Nancy Byrom:

Do you like reading a guide? Confuse to looking for your chosen book? Or your book was rare? Why so many problem for the book? But just about any people feel that they enjoy for reading. Some people likes examining, not only science book but also novel and Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) or maybe others sources were given knowledge for you. After you know how the fantastic a book, you feel would like to read more and more. Science reserve was created for teacher or maybe students especially. Those publications are helping them to add their knowledge. In additional case, beside science reserve, any other book likes Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) to make your spare time far more colorful. Many types of book like this one.

Download and Read Online Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) Steve Wasula, Stony Point #YQ9TLO87GFZ

Read Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) by Steve Wasula, Stony Point for online ebook

Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) by Steve Wasula, Stony Point Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) by Steve Wasula, Stony Point books to read online.

Online Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) by Steve Wasula, Stony Point ebook PDF download

Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) by Steve Wasula, Stony Point Doc

Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) by Steve Wasula, Stony Point Mobipocket

Salesforce Certified Service Cloud Consultant Exam Preparation Class (SPCON-101) by Steve Wasula, Stony Point EPub